General

1. When is AgLearn available for me to use?
AgLearn is accessible 24 hours a day, 7 days a week.

2. Can I access AgLearn from home or outside of my USDA office?
Yes, you can access AgLearn from your home or outside of your USDA office. To access the system, you will need an Internet connection and Internet browser, such as Internet Explorer or Netscape. Open the Internet browser and go to www.aglearn.usda.gov.

3. How do I know if I can use AgLearn?
Please contact your agency's AgLearn point of contact by clicking the **Contact Us** button on the login screen on the top navigation bar of AgLearn. This person will provide you with information about your agency's involvement in AgLearn.

4. Can I use AgLearn if I am not a USDA employee?
AgLearn is currently available for USDA contractors, USDA partners, USDA customers and the public but requires a USDA sponsoring agency official and a license. Agencies that elect to have their contractors, partners, and customers or the public take courses in AgLearn must purchase an AgLearn license for each person identified.

5. Are AgLearn and the courses offered through AgLearn Section 508 compliant?
Yes, AgLearn meets the Section 508 requirements. In addition, all courseware vendors that are available on AgLearn are required through their contract with OPM to provide courseware that meets the Section 508 requirements.

6. What are the browser requirements for AgLearn users?
It is recommended that AgLearn be viewed using Microsoft Internet Explorer 6.0 or greater. However, it will work with Netscape. Different requirements might be needed for launching specific courseware. Microsoft Outlook, Mozilla, or FireFox are currently not compatible for viewing AgLearn.

7. What is the new terminology in AgLearn?
Additional functions have been added to the existing menus and some of the original Learner menu choices have been moved. Some of these changes resulted in a change in terminology. The following table lists the previous terms and new terms that are currently being used in the new version of AgLearn.

Previous Terms	New Terms
Component	Item
Component Classification	Item Classification
Qualification	Curriculum
Qualifications	Curricula
Development Plan	Learning Plan
Student	Learner
Collateral Credit	Substitutes
Enroll	Register
Enrollment	Registration (except Registration status of "Enrolled"
Proficiency Profile	Competency Profile
Requirement Type	Assignment Type

Previous Terms	New Terms
Competency Value	Competency Rating
Mastery Level	Required Rating (Level)
Schedule Instance	Scheduled Offering
Unauthenticated LE	Unverified Learning Event
Unregister	Withdraw

Classification terms have also changed. The following table lists the previous and new terms that are currently used in AgLearn.

Previous Component Classifications	New Item Classifications
Online	Online Item
Time-based	Instructor-Led
Physical Good	Other

8. My email address has changed, how can I update my email in AgLearn?
If your email address has changed, you will need to contact your Agency AgLearn administrator and they will provide assistance.

9. What is an eAuthentication account?
You can use an eAuthentication account to access a wide range of USDA applications. You gain the convenience of transacting business with USDA online, anytime, anywhere. Your eAuthentication account consists of a User ID, a password, and your customer profile containing information about you that will help USDA applications make decisions about your identity. Currently, USDA offers Accounts with Level 1 access and Accounts with Level 2 access.

10. What is the difference between a Level 1 and a Level 2 eAuthentication account?
An account with Level 1 Access provides limited access to USDA Web site portals and applications that have minimal security requirements. **Note:** Level 1 Access is limited and does not allow you to conduct official electronic business transactions with the USDA via the internet. A Level 1 Access account is NOT required before obtaining a Level 2 Access Account. If you already have an account with Level 1 Access, **log into your profile** and apply for Level 2 Access.

An account with Level 2 Access provides access to all the portals and applications that are covered by an account with Level 2 Access, and also provides the ability to conduct official electronic business transactions with the USDA via the Internet. You must have a valid email address to register for an account with Level 2 Access. You create a customer profile, User ID, password that you will remember and respond to a confirmation email within seven (7) days. In addition, you must visit the nearest USDA Service Center in person and prove your identity with a current State Driver's License, State Photo ID, US Passport or US Military ID. Please note that if you do not confirm your email within the seven (7) day period, you will have to start the registration process over again by creating another profile, with a new User ID.

AgLearn requires a Level 2 eAuthentication account.

11. What is the difference between a USDA Customer and a USDA Employee account?
AgLearn is the United States Department of Agriculture (USDA) enterprise-wide learning management system (LMS). The system manages all aspects of training within each agency as well as across the department. AgLearn's user Interface is where all USDA employees and non-employees will go to search on available training, plan for learning, and record all completed training activities. Agencies that elect to have their USDA contractors, partners, and customers or the public take courses in AgLearn must purchase an AgLearn license for each person.

Logging into AgLearn & Password

1. How do I log in to AgLearn as a Learner?
Go to http://www.aglearn.usda.gov/, Locate the **Student** section in the left menu bar and select **Login**. You will be prompted to sign into your eAuthentication account and will be taken directly to your AgLearn Home Page. *Note:* Please make sure you do not log into the Administrator login section by mistake.

2. How can I self-register in AgLearn if I am a USDA Contractor and not a USDA employee?
You must first contact your USDA Sponsor to ensure that a license has been purchased for you. Then, to self-register in AgLearn as a contractor, complete the following steps below:

1. Open your internet browser and type www.aglearn.usda.gov in the address block. Hit the Enter Key.
2. At the AgLearn Login page, click on **Register** under the New User heading in the left menu bar.
3. If you already have a USDA eAuthentication Level 2 Customer credential, please go to step 11.
4. If you do not have a USDA eAuthentication Level 2 Customer credential, please continue to next step.
5. At next screen, the AgLearn Registration Directions, click on **Contractor** under Step 1, Create Account.
6. You are now at the USDA eAuthentication Service. Please fill in the information requested and click on continue. Please remember your PIN. If you need to change your password, you will need your PIN.
7. You will receive an email informing you to go to a Local Registration Authority (LRA) to validate your identity before you receive Level 2 access. You will need a valid picture ID such as a current driver's license. A USDA ID cannot be used. LRA's are located in USD Service Centers in the field.
8. After you visit the LRA, you will receive an email prompting you to change your password to a more complex password for the Level 2 access. Please remember this password and your PIN.
9. Return to AgLearn at www.aglearn.usda.gov
10. Click on **Register** under the New User heading in the left menu bar.
11. You are at the AgLearn Registration Directions screen, click on Register under Step 2 – Complete Registration heading in left menu bar.
12. At the Warning screen – read the warning and click on **Continue**
13. At the eAuthentication Login screen, enter your USDA eAuthentication Level 2 Customer credential.
14. At the User Registration screen:
    - Verify your name, address, email and phone number are correct
    - Indicate whether you are a contractor and enter the name of your company
    - Select the USDA organization that is sponsoring your AgLearn license by clicking on the arrow for options
    - Select the name of the USDA employee who will activate your account.
15. After completing all information on the User Registration screen, click on Submit. You will have to wait until the USDA employee whom you designated as your sponsor activates your account. This should occur in 3 or less working days.

3. Do I need an AgLearn ID and password to access AgLearn?

No, once you create an eAuthentication account you will use your eAuthentication ID and password to log into AgLearn. To access AgLearn, go to www.aglearn.usda.gov and you will be prompted for your ID and password. If you have not already created an eAuthentication ID and password, please click the **Create an Account** link from the eAuthentication login page.

4. Can I change my eAuthentication ID or password?

All AgLearn users are now using their eAuthentication service credential to log into the AgLearn Learner Interface. AgLearn IDs and password are no longer required. AgLearn users are able to create their own ID and Password through the USDA eAuthentication Services. Once a year, eAuthentication will send a friendly reminder message to change your password.

5. I received a validation error on my login regarding my Login ID and/or Password? What should I do?

Please make sure that you are login in as a Student and not an Administrator. If you are still having problems, contact the eAuthentication help desk.

6. I received an A107 error, what should I do?

Please make sure that you are login in as a Student and not an Administrator. If you are still having problems, contact the AgLearn help desk for assistance. This is a server side error and should be forwarded to the AgLearn Help Desk.

7. I forgot my Username and Password?

If you forget your Username and Password, contact the eAuthentication Help desk for assistance.

Reports

1. Who can run AgLearn reports?

AgLearn offers reports for Learners and Administrators. All AgLearn users will have access to the reports available from the Learner Interface. Each agency AgLearn lead administrator can also assign the ability to run administrator reports to as many Learners within their agency as necessary.

2. How do I run a report in AgLearn?

Both Administrators and Learners have the privileges to run reports in AgLearn. Please refer to the **Reports** section of the **AgLearn Reference Guide for Learners located under the help button on the top of the AgLearn page** to run reports.

3. As a supervisor, can I get reports about my employees' training?

Yes, AgLearn enables you to run reports for you, your employees (subordinates), or both. 10 reports are available in AgLearn for you to use. Please refer to the **Reports** section of the **AgLearn Reference Guide for Learners located under the help button on the top of the AgLearn page**.

Courses

1. What types of courses are available on AgLearn?

A wide variety of courses, both online and classroom based, are available through AgLearn. AgLearn provides a variety of free and for purchase online courses from GoLearn. In addition to GoLearn's online courses, each agency may offer additional training for its employees. To see all available courses on AgLearn, click the **Catalog** button on the top menu bar then click on the subject area of your choice in the left frame.

If you do not find the type of training you are looking for, click the **Contact Us** button on the top navigation bar in AgLearn to locate your agency Point of Contact. This person can explain what courses are currently available and what plans your agency has for future training opportunities.

2. What is the difference between GoLearn and AgLearn?
The Government Online Learning Center (**GoLearn**) is a government wide resource that supports the development of the Federal workforce through access to a repository of education resources and services. GoLearn, managed by the Office of Personnel Management (OPM), provides online courses to all government employees.

The Agriculture Learning Service (**AgLearn**) is USDA's new department-wide system for managing training records and activity at USDA. USDA employees and USDA partners will use AgLearn to search, access, enroll in, and record all training opportunities through the web, any time, any place. Training opportunities on AgLearn will include both online courses as well as instructor-led training. USDA employees will have a record of their training on AgLearn and can also plan their future career development in the system.

3. My agency purchased SkillSoft and/or NETg courses through GoLearn. How do I know when these courses are available for me to take?
If your agency purchased additional software available for you to use, you will receive an email from your agency's point of contact. You can also search the AgLearn catalog to see all courses available to you by clicking the **Catalog** button on the top navigation bar. From the **Catalog** page, you can browse the catalog or search for all courses offered by your agency.

4. How do I know if a course needs to be completed? Will I receive a reminder?
AgLearn will send out email reminders once a week to users when his/her course needs to be completed.

5. Why do I receive an email from AgLearn with a due date after I registered for an online course?
If the course is a required course and has been set with a required completion date, you will receive a notice stating that you need to complete the course until the course has been completed and placed in your learning history.

6. There is a course that is in my Learning Plan that should not be there, what should I do?
If you were the one that added the course to your Learning Plan, you can remove it yourself. If the course was assigned by an administrator or a supervisor, the administrator will have to be notified. Supervisors can remove the training that they set up, while administrators can remove any training.

7. I would like to purchase a course, but do not know what account number to use, what should I do?
Contact your agency's Training Officer for assistance.

Managing Your Training

1. How do I add a course (or an Item) to my Learning Plan?
To add a course to your Learning Plan, select **Catalog** from the top menu bar. You may either **browse** for the course, or complete a **search** for the course. Once you receive your search results and have

identified the course you wish to take, select **Add to Learning Plan**. Your course will be added to your Learning Plan.

2. How do I launch a course in AgLearn?
To launch a course that you are enrolled in follow these steps below:

1. You can click **Go to Learning Plan** from your Home Page, or you can click the **Learning** link from the top menu bar to take you to your Learning Plan.
2. At your Learning Plan, you will see all of your registered courses. Click **Launch Content**, to begin the course you have selected..

Some courses require your popup blockers to be turned off, check with your Agency's IT specialist on how to turn off this feature For more information please refer to the **AgLearn Learner's Reference Guide**.

3. How do I launch a document in AgLearn?
Launching a document in AgLearn requires following the same process as launching a course in AgLearn.

4. How do I find a course in AgLearn about a specific topic?
All courses, including both online and instructor-led, are organized and stored in your Catalog. You can search for specific courses by entering in a word or phrase that is included in the course's title or by selecting a subject area. To search the catalog for a specific course title, follow the steps below:

1. Click the **Catalog** link on the top menu bar.
2. Select the **Advanced Catalog Search** link.
3. To search for a course using search criteria, enter a word or phrase in the **Title Contains** textbox that describes the course that you are searching for and click the **Search** button. A list of courses will be displayed containing the word/phrase you entered in the search criteria.

You may follow the same process to search for a course description, subject area, delivery method, source or ID from the same area.

5. How can I find the courses I am currently taking?
All courses you are taking, both online and instructor-led, are listed on your AgLearn Learning Plan. To view these courses, follow the steps below:

1. You can click **Go to Learning Plan** from your Home Page, or you can click the **Learning** link from the top menu bar to take you to your Learning Plan. This page displays the complete list of the items specifically assigned to you based on your learning needs. The list includes items that you are required to complete on a recurring basis as well.
2. Click **Current Registrations** to view the list of Scheduled Offerings that you are registered for based on your learning needs.

6. Where can I see all courses I have completed?
Once you have completed a course in AgLearn, it will be moved to your Learning History. The Learning History page shows you a summary list of the items that you have completed and the dates the items were completed. To view a complete list of your learning history, follow the steps below:

1. Click **Learning** from the top menu bar.
2. Click **Learning History** to access your completed courses.

To view the details of a specific item in your learning history, simply click the corresponding title of the item. You can sort the list by the Title of the items or the Completion Date of the items on the list.

7. I participated in training that was not offered through AgLearn. Can I add it to my Learning History in AgLearn?

If you completed a course that was not offered through AgLearn, you cannot add it to your Learning History. Please contact your agency's Training Officer for specific policies around your training and use of the AgLearn system.

8. Once I complete a course in AgLearn, can I print a Completion Certificate? How do I print the training certificate?

Yes, once you complete a course you can print a Certificate of Completion from you Learning History page. To access the Learning History page and print the completion certificate follow these steps below:

1. Click **Learning** from the top menu bar.
2. Click **Learning History** to access your completed courses.
3. Select the **Print Completion Certificate** button.

9. I have completed a course from my Learning Plan, but I am still receiving email reminders about the course, how do I remove the reminders?

Please contact your AgLearn Administrator for assistance. The administrator must correct this.
There is an option to discontinue receiving certain types of notifications by unchecking the appropriate notification boxes in the **Personal > Profile** section, however, this will stop ALL such notifications and not just ones that might be in error.

10. I have completed a course and I would like to see it again. It is not in my Learning Plan, how do I view it again?

Once you complete a course, the course information is moved to your Learning History. To view the course again, you must go to the Catalog, complete a search for the course, and add the course to your Learning Plan. You can launch courses from the learning history in 5.5

Registering for a Course

1. Do I need supervisory approval to take a course on AgLearn?

Some courses on AgLearn require an approval before a course can be taken. Many online courses, such as the free GoLearn library, can be taken at anytime and do not require approval. However, some courses, including those that are scheduled, may require an approval from either your agency's Training Officer or your immediate supervisor. When you are enrolling in a course, you will be prompted if an approval is required. Please check with your Training Officer for specific policies around training and use of the AgLearn system.

2. How do I self-register for a course (Item) in AgLearn?

Complete the following steps to self-register for a course in AgLearn:

1. **Go to Learning Plan** from your Home Page, or you can click the **Learning** link from the top menu bar to take you to your Learning Plan. This page displays the complete list of the items specifically assigned to you based on your learning needs.

2. From the Action column, click **Register**.
3. The next screen will display all of the scheduled offerings that are available for that Item.
4. From the Action column, you can click **View** for additional information about the specific Item.
5. Click **Register** to register for the specific Item.